# Overseas Assignments and EEO

In a memorandum for heads of Federal agencies dated November 20, 1975, President Ford underscored the applicability of Executive Order 11478, the Equal Employment Opportunity Act of 1972 (P.L. 92-261) and the Age Discrimination in Employment Act of 1967 as amended by P.L. 93-259 to all Federal personnel actions including overseas assignments.

The memorandum states in part, "in making selections for overseas assignment, the possible exclusionary policies of the country to which an applicant or employee is to be assigned must not be a factor in any part of the selection process of the Federal agency. United States law must be observed and not the policy of the foreign nation. Individuals, therefore, must be considered and selected solely on the basis of merit factors without reference to race, color, religion, national origin, sex or age. . . No agency may list in its job description circulars that the host country has an exclusionary entrance policy or that a visa is required."

The Civil Service Commission has been given responsibility for insuring compliance with the President's memorandum, and will review agency internal policy guidance issuances to assure that exclusionary policies of foreign countries based on race, color, religion, national origin, sex or age are not considerations in the selection process for Federal positions.

The CSC is also amending its internal instructions on evaluating agency equal employment opportunity programs to comply with the President's memorandum.

EEO DUPLICATE POOL
U.S. DEPOSITORY MAY 17 1976 Los Angeles Public Library

EEO Spotlight

Published bimonthly
by the United States Civil Service Commission
in the interest of equal employment opportunity

Volume 8 Number 2 January-February 1976

# IRS Service Center Has Spanish Language Unit

The Internal Revenue Service Center in Philadelphia had a problem in recruiting bilingual tax examiners to process returns from taxpayers in the Commonwealth of Puerto Rico. After efforts to solve the problem by transferring employees from Puerto Rico to Philadelphia and teaching Spanish to local employees produced inadequate results, the Center has now established a Foreign Language Unit with some 40 bilingual employees who will process the tax returns from Puerto Rico.

To help the Center find qualified applicants for positions in the unit, the Civil Service Commission's Philadelphia Area Office issued a special announcement. The Center set up and got CSC approval for a training agreement under which employees entering at the GS-2 level can advance to the GS-6 Tax Examiner target position, if they successfully complete each training phase.

In this unique situation, the CSC's Area Office and EEO program office joined in efforts to ensure that the Spanish-speaking community was fully aware of these employment opportunities. A one-time register and special examination was created. A special announcement for Tax Examiner (Trainee) GS-2 or 3 (developmental to GS-6) was issued in English and Spanish editions. The positions were advertised on local Spanish language radio stations, television programs and in newspapers. Announcements were distributed to Hispanic organizations, churches, schools, community leaders, and members of the Federal Regional Council Task Force for Hispanic Concerns. A Spanish-speaking staff member was assigned to a special "hot line" telephone number from 2:00 pm to 4:30 pm every day to answer inquiries. Federal Regional Council Task Force members directly contacted individuals who appeared to qualify for the positions. A special test awareness training program was developed and offered to all applicants who responded to the special announcement.

To date, 18 persons have been hired, some 15 of them Hispanic. The IRS expressed pleasure over the quality of the candidates and is making plans for a second recruitment effort.

The Federal Regional Council Task Force on Hispanic Concerns presented an award to the personnel officer and the Director of the IRS Service Center citing their energy and their outstanding coordination of the outreach efforts. J.B. Archer, Regional Director of the Department of Labor and vice chairman of the Council made the presentations.

# 3M's of CSC Receive Special Citations

This 3M is not the big corporation. 3M in this case represents three employees of the Civil Service Commission who have given outstanding performances in the cause of equal employment opportunity in the Federal government.

On January 16, 1976, the US CSC celebrated the 93rd anniversary of the Civil Service Act in an award ceremony in Washington, D.C.

CSC Chairman Robert Hampton presented a Special Citation to Helene S. Markoff, Director of the Federal Women's Program, for outstanding personal leadership and skilled guidance of the Federal Women's Program. The citation read in part, "Under her direction the program has become an effective instrument for desirable change in public employment. Her efforts have fostered an increased awareness of and responsiveness to the employment problems and needs of women in the public service." Markoff recently left the CSC to become Director of Executive Development and Employee Training at the Energy Research and Development Administration.

Special Citations were also presented to Donna J. Moore, Federal Upward Mobility Program Coordinator, for outstanding contributions to the advancement of equal employment opportunity through programs of upward mobility for Federal employees, and to Olga J. Manzano, Federal Equal Employment Opportunity Representative of CSC's New York Region, for responsive leadership in the field of equal employment opportunity, resulting in major program improvements throughout the New York Region.

**Commissioner Andolsek, Markoff, Chairman Hampton**

**Moore**

**Manzano**

## *New Pubs from the SSP*

"Si, La Ley Lo Exige," a new Federal EEO poster designed for the Civil Service Commission and printed in Spanish, will soon be made available to agency Spanish Speaking Coordinators by the Government Printing Office. The poster highlights the rights of Federal employees and applicants under the discrimination complaint process.

Available now from the Government Printing Office (Stock #006–000–00843–7) is a high school recruitment booklet listing high schools with large Spanish Speaking enrollments. The guide, prepared by the Civil Service Commission's Office of the Spanish Speaking Program, lists schools by state and county and indicates the number of Spanish speaking students by school district and individual high school. The SSP office has also announced plans to revise its College Recruitment Sources booklet.

Scheduled for publication late this winter is a manual dealing constructively with the unique concerns of the Hispanic woman. The manual will be circulated to Federal Women's Program and Spanish Speaking Program Coordinators in Federal agencies.

# Counseling Handbook for Women

The Federal Women's Program has completed a new publication entitled "Career Counseling for Women in the Federal Government, A Handbook." The handbook is designed to increase the effectiveness of career guidance for women in the Federal government.

The new publication provides the basic instruction and resource information needed by supervisors, who are the most frequent source of career counseling, as well as by personnel specialists, equal employment opportunity specialists, and others who advise Federal employees on career development.

The process of effective individual career planning is detailed step by step. Specific topics discussed include setting career goals, identifying job possibilities, using training programs, and writing good summaries of work experience.

Counselors and employees consulting the handbook will find the case studies of successful career development particularly useful. The case studies highlight the vital role of supervisors and managers who recognize potential and provide effective career counseling.

"Career Counseling for Women in the Federal Government, A Handbook," is Pamphlet No. 27 of the Civil Service Commission's Personnel Management Series. It may be purchased from the Superintendent of Documents, Government Printing Office, Washington, D.C. 20402. The Stock Number is 006–00–00894–1.

# Minority Employment Increases

Advance data released by the Civil Service Commission show that minority employment in full-time Federal jobs increased by 11,716 during the 12-month period ending November 30, 1974. The minority gains accounted for 25.7 percent of a total net increase of 45,544 Federal jobs between November 1973 and November 1974.

Minorities comprised 21 percent (511,151) of the full-time Federal civilian work force of 2,432,314 surveyed as of November 30, 1974.

Blacks gained 5,658 full-time jobs during the survey period, up from 383,699 in November 1973 to 389,357 in November 1974, but because of concurrent increases in total employment, the percentage of all Federal jobs held by Blacks decreased slightly, down from 16.1 percent to 16.0 percent.

Spanish Surnamed employment rose by 3,195 full-time Federal jobs, from 76,351 (3.2 percent of total employment) in November 1973 to 79,546 (3.3 percent) in November 1974.

As of November 1974, American Indians held 20,682 full-time Federal jobs, 0.9 percent of the total and up by 1,937 over the 18,745 jobs held in November 1973.

Oriental Americans gained 926 jobs during the survey period, up from 20,640 (0.9 percent) in November 1973 to 21,566 (0.9 percent) in November 1974.

Minority representation increased in the middle and upper grade groupings of the "white-collar" General Schedule and similar pay plans, with the largest percentage increases showing at top levels. More minorities also held leader and supervisory jobs under "blue collar" wage systems, and positions in the upper pay brackets under "other" pay systems (which include executive levels, foreign service, and other pay plans).

A full report including detailed data on minority group Federal employment will be published shortly by the Civil Service Commission, and will be placed on sale by the Government Printing Office.

# Up Mo Evaluation

## *USDA Evaluates Its Program*

To evaluate program effectiveness and assure regulatory compliance, managers need to examine the operation of, and measure and interpret the results of upward mobility efforts.

Evaluations should be tailored to assess local conditions, individual employee needs, and the organization's unique manpower requirements. Effective evaluations not only disclose mistakes that need to be corrected, but also motivate improvement. The best approaches to evaluation of upward mobility programs include consultation with supervisors and managers as well as with trainees, to solicit their views and to incorporate their thinking into any corrective actions needed.

The Department of Agriculture recently evaluated its upward mobility program which is designed to provide education and training opportunities to lower level employees in the Washington, DC, Metropolitan area. In the first year of operation, 421 employees participated in the program's four components. The evaluation was planned to provide data on the adequacy of the design of the program, effectiveness of program administration, and the value of the program to management and employees.

The evaluation methods used by USDA centered on questionnaires and in-depth interviews. Questionnaires were sent to a random sampling of supervisors, managers and employees, and to personnel officers and members of the Department's Management Council. In-depth interviews were held with five percent of those sampled.

Through the evaluation, USDA found it needed a tighter administrative process, including better designation of target positions and final placement of participants, and improvements to the communication system; more detailed preparation of the employee, the supervisor and the personnel office in counseling and other areas; and development of better training plans.

Ninety-six percent of all employees and 87 percent of all supervisors or managers sampled felt that the program should be continued and that it was the best system for providing opportunities to employees in the lower grade levels. USDA hopes improvements planned as a result of the evaluation will make the program even stronger and more responsive.

For detailed information regarding USDA's Upward Mobility Program Evaluation, get in touch with Al Augustus, Upward Mobility Program Unit, Career Development Division, Office of Personnel, USDA, Washington, D.C. 20250, telephone 202-447-3635.

## *Briefing Outlines for Up Mo*

The US Civil Service Commission's Office of Federal Equal Employment Opportunity has published the first of a series of Upward Mobility Briefing Outlines for use by agency officials, Upward Mobility Coordinators, EEO staffs and trainers.

Upward Mobility Briefing Outline No. 1, "Concept and Strategy", contains material for a one hour briefing designed to define the concept of Upward Mobility, describe three approaches to Upward Mobility Programs, discuss program components and their relationship and describe the strategies for implemen-

*cont'd p. 4*

## Outlines

tation. The outline contains specific details as to the materials, equipment and method to be used in presenting the briefing.

This material was designed for agency officials with responsibility for planning and implementing Upward Mobility Programs. Federal agencies have been encouraged to adapt this briefing material and furnish a "customized" edition to field installations as part of their resource materials for Upward Mobility Planners.

Other topics to be covered in future issues of the Briefing Outline Series are:

No. 2—Designing Training Plans
No. 3—Skills Surveys
No. 4—Training Agreements
No. 5—Career Counseling

These publications will be announced as they become available.

Single copies of "Concept and Strategy" are available upon request from the Office of Federal Equal Employment Opportunity, US Civil Service Commission, Room 7530, 1900 E Street, NW, Washington, D.C. 20415, and from USCSC Regional Offices. Questions concerning the outline should be directed to Donna Moore, Federal Upward Mobility Coordinator, (202-632-2792).

EEO
Spotlight
Editor Ed Shell

The Chairman of the U.S. Civil Service Commission has determined that the publication of this periodical is necessary on the transaction of public business required by law of this agency. Use of funds for printing of this periodical has been approved by the Director, Office of Management and Budget through June 30, 1977.

# EEO Institute Courses

| | March | | April |
|---|---|---|---|
| EEO Counseling | 2–4 | EEO and the Federal Employee | 1 |
| Manager's Role in EEO | 2–4 | EEO Counseling | 6–8 |
| Investigation of Complaints of Discrimination | 9–12 | Federal Women's Program Coordinators | 6–8 |
| Upward Mobility Program: Planning and Implementation | 15–18 | The Spanish Speaking Program | 13–15 |
| EEO Counseling | 17–19 | Investigating Complaints of Discrimination | 13–16 |
| Supervisor's Role in EEO | 23–25 | Upward Mobility: Career Counseling | 20–22 |
| EEO Affirmative Action Plans | 23–26 | Supervisor's Role in EEO | 20–22 |
| Advanced EEO Counseling | 30–1 | Managing EEO Programs | 26–30 |

*(These courses are offered in the Washington, D.C. area; for further information, contact the EEO Training Institute, Bureau of Training, U.S. Civil Service Commission, Washington, D.C. 20415. Many of the same courses are offered at the Commission's 10 regional training centers; for information on these field offerings, contact the nearest USCSC regional office.)*

**Delia M. Bermea won an Air Force award for outstanding achievement in the Spanish Speaking Program category based on her accomplishments while serving as the Air Force Security Service's first Spanish Speaking Program Coordinator. She has also received an award as the Outstanding Woman of the San Antonio Department of Defense agencies in the Administrative Career Field category during recent ceremonies sponsored by the local council of Federal Women's Program Coordinators. Bermea began a program to have the Spanish Speaking Program Advisory Council translate agency job announcements and distribute them to the local Spanish-language news media when she learned that civil service announcements of Security Service job openings were not reaching Spanish-speaking sectors of San Antonio.**

EEO
Spotlight

Vol. 8 No. 2 January-February 1976
UNITED STATES
CIVIL SERVICE COMMISSION
Office of the
Assistant Executive Director
Washington, D.C. 20415

Official Business

United States Civil Service Commission
POSTAGE AND FEES PAID

U.S.MAIL